

Tenant Consultation Paper

Autumn 2022

Allocation's Policy

The Association allocates properties based on housing need, however, we do also aim, when possible, to give a portion of our lets to those looking for an aspirational move, this meaning a move of choice not need. As a tenant, whilst referring to the Allocations Policy on the website could you let us know if are there any housing need situations that you think the housing associations have not covered?

- As a provider of social housing, we provide up to 50% of our lets to Glasgow City Council for homeless applicants. We additionally through our own Allocations Policy provide a further percentage for homeless applicants as they are generally in greatest need of housing. Do you agree with this approach?

- Owners can apply for housing, however certain criteria could be applied to ensure they have a need for re-housing, such as medical or condition of the property. Should CDHA adopt this approach?

- We currently award points for providing or receiving care. Should this category be broken down further, for example, we could reintroduce Medical C Priority for applicants living with mental health issues and purely award points for giving or receiving care to people who have supporting evidence showing that they are registered carers?

Tenant Satisfaction Survey

This year our tenant satisfaction survey showed that fewer people in 2022 are happy with the quality of their homes than they were in 2019. If you expressed this view in the survey, can you please provide further details to help us to improve our service, for example, are you unhappy with the size of your home? Do you feel your home needs improvement works? Or do you feel that your home could be more energy efficient? Any comments are appreciated.

Landscape Maintenance Survey

This year our satisfaction survey showed a high number of dissatisfaction with the service. We will be tendering the contract late this year. To assist, what would you like to see included or what could be done better? Any additional works may see the value of the contract increase. Any comments are appreciated.

Management Committee

We would also like to take this opportunity to enquire if any of our tenants would like to find out more information about joining our Management Committee. The Management Committee is a great way to have a say in the running of your local housing association and to be part of the decision making process. The meetings are held monthly and can be attended in person or via zoom. Please enter your contact details below if you feel you would like further information on this.

Name:

Address:

Email:

Any other ideas/comments

Please write any other ideas for the Association that you may want to share with us below.

